

Quick Tips on for Connecting to ProviderOne

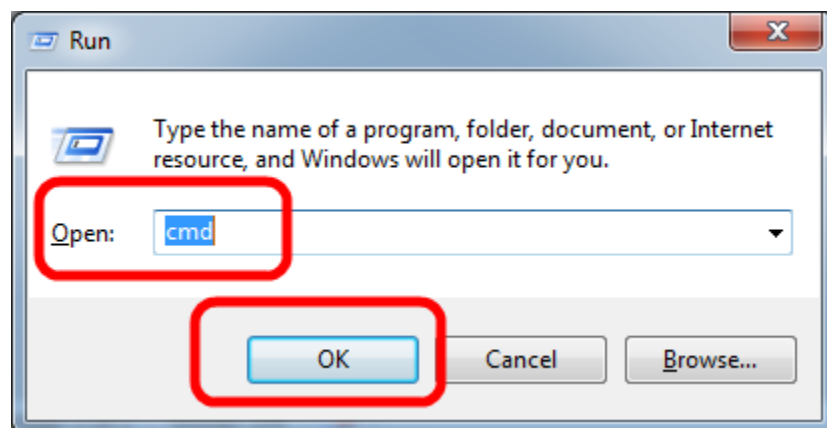
If you are having issues with connecting to ProviderOne, the following are some suggestions to try:

1. For your web browser, make sure you use Microsoft's Internet Explorer, typically bundled with all versions of Microsoft Windows.
2. In your web browser, make sure you are using <https://www.waproviderone.org> in your web browser.
3. If by chance your computer is set up to use an IP Address instead of the hostname in the URL, the new IP address is 67.217.184.23. This means that in your web browser the URL would look like [https:// 67.217.184.23](https://67.217.184.23).

TIP! The preferred URL to access ProviderOne is <https://www.waproviderone.org>.

4. If you are using a Microsoft Windows platform, you could verify that your computer is correctly resolving the web site name, www.waproviderone.org, to the new IP Address. To do so:
 - a. Logon to your Windows computer
 - b. Open up a command prompt. Here's one way to do this:
 - a. Simultaneously press the Windows key (to the left of the space bar) and the R key.
 - b. In the Run dialogue that just popped up, type in the following command press Enter:

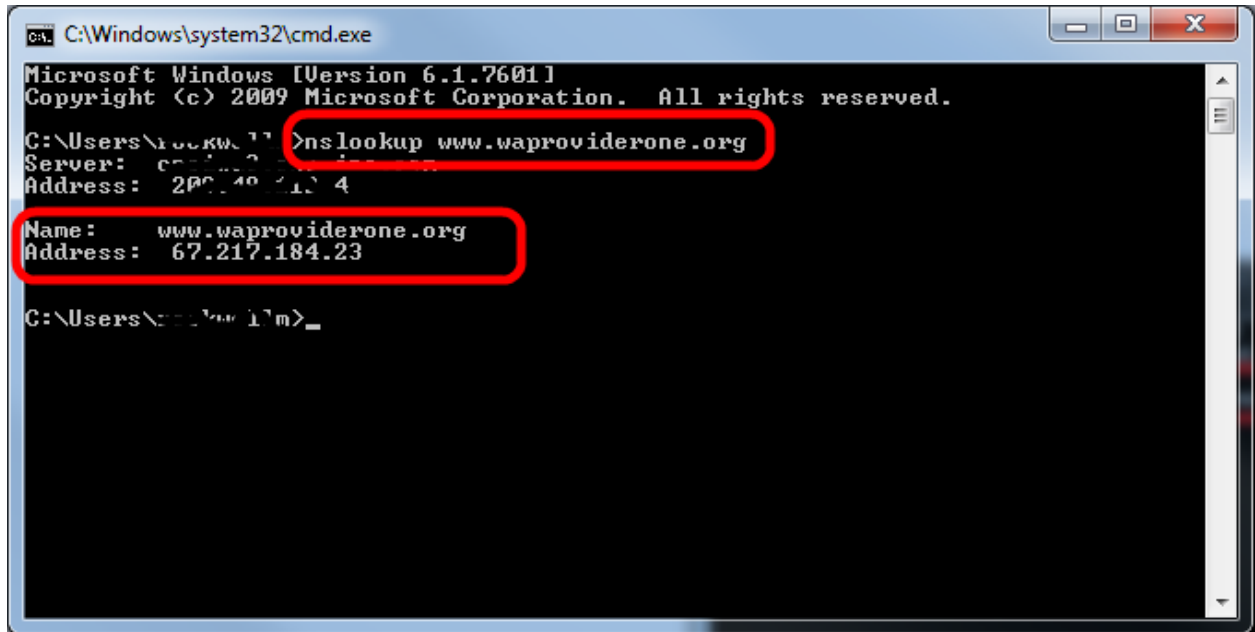
`cmd`



5. In the command prompt window, type the following command.

```
nslookup www.waproviderone.org
```

This is the IP address that should be shown as the result: 67.217.184.23



The screenshot shows a Windows Command Prompt window titled "C:\Windows\system32\cmd.exe". The text inside the window is as follows:

```
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\rockw>nslookup www.waproviderone.org
Server: 67.217.184.23
Address: 200.40.11.4

Name:    www.waproviderone.org
Address: 67.217.184.23

C:\Users\rockw>
```

Red circles highlight the command `nslookup www.waproviderone.org` and the output lines `Name: www.waproviderone.org` and `Address: 67.217.184.23`.

6. If you did not see an output similar to the screen shot above with the correct IP address shown above (67.217.184.23) then check your computer's DNS configuration, and/or your computer's host file. Your IT support staff could and should help check your computer's configuration.
7. If you did see the correct output shown in step 6, type the following command in the command prompt window:

```
ping www.waproviderone.org
```

In the response, you should see the correct IP address of 67.217.184.23 next to the name. Please note that you will not receive successful ping replies – this is expected behavior. The goal of this step is to make sure your computer is using the correct IP address for the ProviderOne portal.

Please look at the following screen shot for an example:

```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\Rockwell>ping www.waproviderone.org

Pinging www.waproviderone.org [67.217.184.23] with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 67.217.184.23:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Users\Rockwell>
```

8. If you did not see an output similar to the screen shot above with the correct IP address shown above (67.217.184.23) then check your computer's DNS configuration, and/or your computer's host file. Your IT support staff could and should help check your computer's configuration.

TIP! If the previous step did not get the correct IP address, here is a command to try in the Command Prompt window to clear out your computer's DNS cache. Try the following command, and then try the previous step again.

ipconfig /flushdns

```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\Rockwell>ipconfig /flushdns

Windows IP Configuration
Successfully flushed the DNS Resolver Cache.

C:\Users\Rockwell>ping www.waproviderone.org

Pinging www.waproviderone.org [67.217.184.23] with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 67.217.184.23:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Users\Rockwell>
```